

ADA Complementary Paratransit Plan
Required Elements

I. General Background/Contact Information

- Agency name and address
- Contact person with telephone, fax and email

II. Description of fixed route services

- Overview of population served
- Route structure, span of service, and frequency of service (including or referencing schedules and maps as appropriate)
- Fare structure
- Any additional information relevant to the comparison of fixed route and paratransit serve (in Section IV)
- Identification of additional routes considered as commute bus service
- Vehicle fleet inventory including accessibility and wheelchair capacity

III. Description of current paratransit services

- Service area
- Span of service
- Fare structure
- Eligibility process (suggest reference to dated, and governing body approved document in an appendix) including the following elements
 - i. Availability of application materials in accessible format
 - ii. Description of determination process, including method of notifying individuals about determinations
 - iii. System and timetable for processing applications and allowing presumptive eligibility

- iv. Documentation that will be provided to persons determined ADA paratransit eligible
- v. Description of the administrative appeals process
- vi. A policy for visitors

Additional information may be included including information on Personal Care Attendants (PCAs) temporary or conditional certification

- Ride reservation process including time period that reservations are accepted (relative to date of trip).
- “Certification” that there are no capacity constraints
- “Certification” that there are no trip purpose restrictions
- “Certification” on availability of door-to-door service
- Subscription Service noting
 - i. Subscription service is not prohibited.
 - ii. Subscription service may not absorb more than fifty percent of the number of trips available at a given time of day, unless there is non-subscription capacity.
 - iii. The entity may establish waiting lists or other capacity constraints and trip purpose restrictions or priorities for participation in the subscription service only.
- Any additional information relevant to the comparison of fixed route and paratransit serve (in Section IV)
- Identification of additional services considered as general public dial-a-ride or deviated route service
- Vehicle fleet inventory including accessibility and wheelchair capacity

IV. Comparison of current paratransit with required service elements

- Provide a matrix summarizing the six service criteria using the following guidance. Include references to Sections II and III or attached documentation in support of findings.
 - i. **Service Area**
 - Service is required to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route.

- Small areas surrounded by corridors must be served.
- Service is not required outside the boundaries of the jurisdiction(s) in which the transit agency's operates, if it does not have legal authority to operate in that area. This exception applies only when there is a legal bar to the entity providing service on the other side of a boundary.

ii. Service Hours

- Service shall be available throughout the same hours and days as the entity's fixed route service.
- Corridors do not need to be served with paratransit when the fixed route system is not running in them.

iii. Response Time

- The entity shall schedule and provide paratransit service in response to a request for service made the previous day.
- Reservations may be taken by reservation agents or by mechanical means.
- Reservations must be taken during normal business hours and comparable hours any day before service is operated.
- The entity may permit advance reservations to be made up to 14 days in advance.
- The entity may negotiate pickup times with the individual, but not more than one hour before or after the individual's desired departure time.

iv. Fares

- The fare shall not exceed twice the fare that would be charged to an individual paying full fare (i.e., without regard to discounts) for a trip of similar length, at a similar time of day, on the entity's fixed route system.
- In calculating the full fare the entity may include transfer and premium charges.
- Companions pay the same fare as the ADA eligible rider.
- An attendant rides free.
- A higher fare may be charged to a social service agency or other organization for agency trips (i.e., trips guaranteed to the organization).

v. Trip Purpose Restrictions

- The entity shall not impose restrictions or priorities based on trip purpose.

vi. Capacity Constraints

- The entity shall not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:
 - Restrictions on the number of trips an individual will be provided
 - Waiting lists for access to the service
 - Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons including but not limited to substantial numbers of:
 - o significantly untimely pickups for initial or return trips
 - o trip denials
 - o missed trips
 - o trips with excessive trip lengths
- Operational problems attributable to causes beyond the control of the entity shall not be a basis for determining that a pattern or practice exists.
- Problems with telephone access would amount to trip denials or a violation of the response time requirement.

V. Coordination with other services, including:

- Identification of adjacent or overlapping service providers
- Discussion of coordination and connectivity with those providers
- Coordination goals and objectives

VI. Public Participation and Information, including:

- Description of efforts to include persons with disabilities in planning process
- Availability of the plan in accessible format
- Documentation that draft plan was subject to public review and comment
- Documentation that at least one public hearing was held
- Documentation of policy board approval
- Documentation of issues raised by the public and how they were/will be addressed

VII. Implementation Plan, where required and including:

- Steps needed to be taken to come into compliance
- Description of proposed services needed for compliance
- Timeline for implementation
- Resources needed to reach full compliance and plan to attain needed resources

VIII. Certifications and Resolutions

- Resolution authorizing this plan
- Documentation on commuter and/or deviated route services
- Annual certifications indicating presence of service changes and impact on plan

IX. Appendix – Supporting Policies

- Eligibility (required)
- No show and cancelation (suggested)
- Policies or procedures for non-ADA eligible persons, if different (suggested)
- Method for tracking/recording trip denials, no-shows, etc. (suggested)